

Debra Hunter

From: Mark Hubel
Sent: Wednesday, May 26, 1999 12:53 PM
To: Eddie Terrell
Cc: Dennis Harrison; Debra Hunter
Subject: RE: Action Item for Thursday

Eddie,

I sure would like to sit in on this...Just for "Technical Backing". Dennis Harrison might be interested as well. You are correct, we are experiencing just too many troubles out there that seem to be "mysterious" in nature. I have seen more troubles in this CLEC business in the last ten months than I've seen in the last ten YEARS in the LD side of the house!

Let me know what ya think.

Thanx
Mark E. Hubel
Sr. Field Svcs. Mgr.
Greenville, S. C.

-----Original Message-----

From: Eddie Terrell
Sent: Tuesday, May 25, 1999 4:13 PM
To: _Senior Staff
Cc: _Performance; _Gnvl Fld Svcs; _Switch Site Managers; Lori Reese
Subject: FW: Action Item for Thursday
Importance: High

FYI - the time has come to sit down and "get right" with Bell. We had another recently installed customer completely down today, (One Price Clothing). I can't believe that these same customers had as many "outages" with Bell before switching to NewSouth. Debra is gathering data on all recent outages to begin discussions with John Ray this Thursday. **The next step is to schedule a mtg with John Cheek and/or whoever else can resolve these issues. Please reply if you have any details concerning service-affecting problems with Bell. Thanks, ET**

-----Original Message-----

From: Debra Hunter
Sent: Tuesday, May 25, 1999 3:49 PM
To: 'john.ray@bridge.bellsouth.com'
Cc: Eddie Terrell
Subject: Action Item for Thursday

John: Please be thinking about how you can arrange a meeting with the local BellSouth "powers that be" (John Cheek, Paul Pitts, etc.) re: the frequency of local outages experienced in Greenville. This meeting needs to be scheduled within the next week. Be prepared to discuss on Thursday.

THANKS, Deb

Debra Hunter

From: Eddie Terrell
Sent: Wednesday, May 26, 1999 9:39 AM
To: Senior Staff; Lori Reese
Cc: Debra Hunter
Subject: FW: Action Item for Thursday

Importance: High

Dave - this is great info and a great idea for a CLEC Reporting Group. Our Bell Acct Mgr, John Ray, will be here Thursday. You need to give him your input, as a former Bell employee. We can bring him to the SW room. Debra will notify you of the mtg plans. Thanks again, for all you do for our customers!
ET

-----Original Message-----

From: Dave Nelson
Sent: Wednesday, May 26, 1999 8:37 AM
To: Eddie Terrell
Subject: RE: Action Item for Thursday

I realize we have problems with Bellsouth as far as reaching someone in a timely manner to get troubles resolved. This has been a complaint of mine since before I left over there. Having to wait for the ACAC is not just a problem for us but also for the people who work for Bell. They are like Denny's, they don't discriminate, everyone gets poor service. I agree that there should be a better way for Clec's to contact them, but they see all T1's the same, whether it be theirs or ours. It's not that I am trying to defend Bellsouth, because I agree there are a lot of issues that need to be addressed. Knowing the guys in this area, I feel most of them try to get things cleared as timely as possible, but a lot of the fault lies in the time it takes for them to be notified. I think a meeting with John might open some doors, but **the CO techs have had to sign statements that they will not work directly with CLEC's, or former employees for fear of favoritism law suits.** We possibly need to open discussions with Bellsouth about forming a CLEC reporting group, rather than having to go through the general callback center for all customers. Hopefully, things will get better.....
Thanks,

Dave Nelson

-----Original Message-----

From: Eddie Terrell
Sent: Wednesday, May 26, 1999 12:02 AM
To: Dave Nelson
Subject: RE: Action Item for Thursday

Dave,
Thanks very much for the reply. Is this a "common" problem? Am I overreacting to the Bell "challenges"? Thanks for your input. ET

-----Original Message-----

From: Dave Nelson
Sent: Tuesday, May 25, 1999 4:41 PM
To: Eddie Terrell
Subject: RE: Action Item for Thursday

Eddie,
I don't know what story you will get on One Price, but I just talked with a friend of mine at Bell who worked on the trouble. The problem was in an 828 Multiplexer between the Lyman Main office and the Lymnscip office. Only one man was available to test between the two offices, so it required some "running back and forth" between the offices. This was not a case of workman error, but rather equipment failure. Unfortunately, the 828 Mux does not have a protection card in it so when a low speed card fails, its down until it can be replaced. I'm familiar with this because these are my old offices.
Thanks,

Debra Hunter

From: Eddie Terrell
Sent: Tuesday, May 25, 1999 4:13 PM
To: _Senior Staff
Cc: _Performance; _Gnvl Fld Svcs; _Switch Site Managers; Lori Reese
Subject: FW: Action Item for Thursday

Importance: High

FYI - the time has come to sit down and "get right" with Bell. We had another recently installed customer completely down today, (One Price Clothing). I can't believe that these same customers had as many "outages" with Bell before switching to NewSouth. Debra is gathering data on all recent outages to begin discussions with John Ray this Thursday. **The next step is to schedule a mtg with John Cheek and/or whoever else can resolve these issues. Please reply if you have any details concerning service-affecting problems with Bell. Thanks, ET**

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From: Debra Hunter
Sent: Tuesday, May 25, 1999 3:49 PM
To: 'john.ray@bridge.bellsouth.com'
Cc: Eddie Terrell
Subject: Action Item for Thursday

John: Please be thinking about how you can arrange a meeting with the local BellSouth "powers that be" (John Cheek, Paul Pitts, etc.) re: the frequency of local outages experienced in Greenville. This meeting needs to be scheduled within the next week. Be prepared to discuss on Thursday.

THANKS, Deb

sample letter to SC PSC Chairman
Re: BellSouth problems

April 29, 1999

Chairman Philip Bradley
South Carolina Public Service Commission
P.O. Drawer 11649
Columbia, S.C. 29211

Chairman Bradley,

I am enclosing a summary of the numerous problems and resulting setbacks that NewSouth Communications has been encountering with BellSouth. I have limited this letter and the summary to the most important and recurring problem dealing with Disconnect Orders. BellSouth has neglected to properly cutover customers of NewSouth Communications. As a consequence of BellSouth mistakes, NewSouth Communications cannot reassure customers that they will receive parity of service and will not experience degradation of service if they migrate to NewSouth Communications. It is our belief that these are the type problems that will put companies out of the competitive market and out of business!

These problems date from October 1998 through the present. BellSouth has shown a pattern of failure to provide timely processing and confirmation of NewSouth Communications orders. NewSouth repeatedly must call numerous BellSouth representatives to determine the status of these orders. Repeated inquiries are met with manual remedies taking huge increments of time and hassle on the part of NewSouth Communications and our customers. Finally, the procedures formulated by BellSouth for our employees to follow in these crisis situations are consistently changed without notification.

To briefly summarize the major disconnect problems:

- Incorrect disconnect orders that result in premature disconnection of customer service during peak business hours
- Multiple disconnection of customer service within a twenty four hour period
- Misplaced and incorrect BellSouth Disconnect Orders, causing recurring delays in installation of service for our customers
- Constant manual follow up by NewSouth Communications personnel with BellSouth representatives before, during and after disconnection because of BellSouth's internal lack of communication during the process

One main purpose of the Telecommunications Deregulation Act of 1996 is to promote competition. Competitive Local Exchange Carriers, like NewSouth Communications, must rely on BellSouth in order to provide services locally. When BellSouth monopolized the market, the customer had no choice but to wait the delineated period set by BellSouth for assistance, repairs and maintenance. The losers here are South Carolina businesses held hostage to the BellSouth monopoly and do not receive the benefits of competition in the telecommunications marketplace.

Therefore, if NewSouth Communications is forced to rely on BellSouth's antiquated reaction time, negligent communication and changing procedures in handling our requests and crises, we will quickly become a non-competitive entity. Without necessary intervention by the South Carolina Public Service Commission, we will not be the only CLEC in this position. Unfortunately, NewSouth Communications' reputation bears the consequence of BellSouth's incompetence. NewSouth Communications can not obtain or maintain customers with this continued pattern.

Thank you for your time with this matter.

Sincerely,

Lori Reese
Director of Governmental Affairs
NewSouth Communications

cc: Michael LaFrance
Kevin Hendricks
John Ray

Enclosures

"Layman's" explanation of disco problems with Bell South

Issue 1-BellSouth Mishandles Disconnect Orders

Customer A's service was disconnected by BellSouth November 18th, five (5) days prior to the date requested by NewSouth in the Disconnect Order. The service was out for a full 2 1/2 hours during peak business hours on the 18th. The next day this same customer still had service problems, as BellSouth had not correctly reinstated the hunting option. NewSouth originally requested a disconnection time of 6:00p.m. on November 23rd, but BellSouth disconnected Customer A at 8:30 a.m.

Customer B's service was disconnected by BellSouth August 31st in the early morning hours, ten (10) days prior to the date requested by NewSouth in the Disconnect order. The service was down until 1:50 p.m. on September 1st. At 5:00p.m., Customer B's service was cut off, again, nine days early. No one at BellSouth could explain what happened.

Customer C's service was scheduled to be installed on September 21st. At 4:30 p.m. on September 21st, a BellSouth representative called to request a change of installation date. NewSouth informed The BellSouth representative that this particular date was the only available date for all parties involved (customer, vendor, etc.). At 7:00 p.m., BellSouth advised NewSouth that BellSouth had made an error in the Disconnect Order and all employees with requisite skills to fix the order were unavailable. At 11:15 p.m., after seven follow-up calls from NewSouth Customer Care, a BellSouth employee was located to fix the error. At 4:30 a.m., the Disconnect Order had been fully completed and implemented and porting of the numbers began, a full twelve (12) hours after disconnect problem began.

Customer D's service was disconnected by BellSouth February 12th, five days prior to the date requested by NewSouth in the Disconnect Order. The service was out for a full 4 1/2 hours during peak business hours from 10:30 a.m. until 3:30 p.m.

Customer E's original disconnect order was faxed to BellSouth several days prior to the installation date of November 9th. NewSouth could not install customer's service for a full two (2) hours because BellSouth lost the Disconnect Order. When the Disconnect Order was located, Customer's service was further delayed because BellSouth incorrectly completed the Disconnect Order.

Customer F's Disconnect Order was faxed to BellSouth several days prior to installation. The installation of service was delayed by three (3) hours because BellSouth lost the Disconnect Order. The installation did not begin until 11:00 p.m. and finished at 4:30a.m. This particular fact pattern has recurred several times since August of 1998.

Customer G's lines were scheduled to be converted from Remote Call Forwarding to Local Number Portability (LNP) on March 1st. NewSouth requested disconnection of numbers from BellSouth's switch several days prior to March 1st. Before this LNP could be completed, BellSouth must disconnect Customer's numbers from the BellSouth switch. BellSouth did not disconnect the customer. When consumers called customer's number, a disconnect recording was heard. This recording began at 8:30 a.m. and remained in effect until after 4:30 p.m. that same business day. Customer F's service was disconnected for eight (8) hours.

Possible Solutions

- BellSouth should let NewSouth know of policy changes prior to changes being made.
- BellSouth should meet their committed due dates.
- BellSouth should keep NewSouth up to date on jeopardy orders.
- Due to turnover at BellSouth, NewSouth should be provided with updated contact and escalation lists quarterly.
- BellSouth should keep us informed of present or future buildouts or large repair jobs in the areas we serve.
- BellSouth's order processors should be more diligent in completing FOC orders.

Also add:

A "CLEC ACAC" just for CLECs in emergency situation, maintenance, etc. instead of ACAC that has been in existence since BellSouth has been around.

*Sample of type documentation letter
to our Bell rep re: constant problems.*

April 29, 1999

John Ray
C/o BellSouth Interconnection Services
9th Floor
600 North 19th Street
Birmingham, Alabama 35203

Mr. Ray,

I am writing on behalf of NewSouth Communications pursuant to our ongoing breakdowns with BellSouth. As the Director of Governmental Affairs, I feel compelled to ask for assurances and solutions from BellSouth regarding the constant and consistent problems associated with your services and procedures. This letter, in particular, is focused on the recent premature disconnection of Gower Corporation and Cancer Centers of the Carolinas on April 14, 1999.

It is my understanding that the Gower Corporation had been incorrectly disconnected twice prior to the confirmed disconnect time of 6:00p.m. on April 14. Cancer Centers of the Carolinas was prematurely disconnected on this same date, although the scheduled disconnect date was April 27. Both of these businesses were without telephone service for hours. NewSouth Communications had Firm Order Confirmations (FOC) on both of these customers. Based on my investigation of our ongoing problems with BellSouth, this has occurred numerous times without a proposed remedy on the part of BellSouth.

I will continue to follow up with you regarding all present and future service problems with BellSouth in order to properly document these ongoing matters. Please feel free to contact me with proposed solutions to these continuing difficulties.

Sincerely,

Lori Reese
Director of Governmental Affairs
NewSouth Communications

cc: Philip Bradley
Michael LaFrance
Kevin Hendricks

April 29, 1999

John Ray
C/o BellSouth Interconnection Services
9th Floor
600 North 19th Street
Birmingham, Alabama 35203

Mr. Ray,

I am writing on behalf of NewSouth Communications pursuant to our ongoing breakdowns with BellSouth. As the Director of Governmental Affairs, I feel compelled to ask for assurances and solutions from BellSouth regarding the constant and consistent problems associated with your services and procedures. This letter, in particular, is focused on the recent premature disconnection of Plastic Omnium during the dates of April 10 through April 12, 1999.

BellSouth's representative, Bill Castleberry, confirmed by email on April 13, 1999 that the problem with this disconnect was a BellSouth error. He confirmed that BellSouth completed an incorrect issuance of the disconnect order. Although he located the representative responsible for the error, we have not received a Root Cause Analysis of this situation. This type of clerical mistake has occurred numerous times over the past seven months and appears to be nothing more than gross negligence on the part of BellSouth employees.

I will continue to follow up with you regarding all present and future service problems with BellSouth so that NewSouth Communications may properly document these ongoing challenges. Feel free to contact me with the proposed solution to these continuing difficulties.

Sincerely,

Lori Reese
Director of Governmental Affairs
NewSouth Communications

cc: Philip Bradley
Michael LaFrance
Eddie Terrell

Further sample laymans explanation of problems.

Issue 2-Customers Suffer Service Problems

October 7, 1998, Customer A's lines were all giving a busy signal beginning at approximately 3:30 p.m. This was reported to BellSouth at 5:45 p.m. Twelve more follow-up calls were made to BellSouth between 6:30 p.m. and 10:25 p.m. when the BellSouth Technician finally arrived. (By 9:45 p.m. the customer still had a busy signal and wanted to cancel service with NewSouth.) The BellSouth technician finished the repair at 1:17 a.m., 7 ½ hours after customer's trouble was reported.

January 21, 1999, Customer B's lines were down at 10 a.m. and immediately reported to NewSouth Customer Care. NewSouth Customer Care began calling specified BellSouth contacts, as requested by the BellSouth Account Team procedure. NewSouth Customer Care called and paged all specified contacts for over 1 ½ hours, often including the digits "911" after the number dialed for the pager. BellSouth stated there had been a BellSouth representative error and the number was incorrectly disconnected.

Issue 3-Customers Lose Dial Tone

On October 7, 1999, numerous (eight) NewSouth customers notified NewSouth that all lines and numbers being called by consumers were responding with an "all circuits busy" recording. When BellSouth was contacted, the BellSouth Maintenance informed NewSouth Customer Care that traffic over the trunk groups had reached capacity. BellSouth had not properly monitored this as required per the Interconnection Agreement with NewSouth. When trunk capacity is near full capacity, BellSouth is responsible for ordering more trunk space. As this was not done, several customers were out of service for an entire business day. The problem was not corrected until 11:30 p.m. on October 7th.

On March 19, 1999, NewSouth requested BellSouth maintenance, loop back, on several circuits. Instead of performing maintenance on the circuits we requested, BellSouth performed this on other circuits, thus, cutting off service for several customers. Customers reported this "dead air"..... This same incident has happened twice more since March of this year.

On March 25, 1999, Customer A reported no service at 10:20 a.m. NewSouth contacted BellSouth and was told that a loop back had been requested. NewSouth stated that there was not a requested loop back and, further, requested Customer A's service to be reinstated. At 1:50 p.m., BellSouth stated that there was trunk trouble and would send maintenance to check. At 2:30 p.m., BellSouth stated that trouble ticket for this number had been misplaced and no one had been dispatched to handle the problem. At 6:00 p.m., BellSouth gave NewSouth Customer Care an estimated restoration time of 11:30 p.m. At 8:15 p.m., A NewSouth technician attempted to call Customer A and the call was completed. However, no trouble ticket closure had been received on this event.

April 1999 and May 1999 BellSouth Problems-Trouble Tickets and portability

May 12, 1999-NewSouth's Customer A was not getting ANY phone calls which originated with the State Government of South Carolina because BellSouth had not yet translated ALL of the BellSouth numbers to NewSouth numbers. A portability problem. BellSouth, when contacted by NewSouth Customer Care, stated that someone with the State would have to assist on the translations and it was not a BellSouth problem. Upon a great deal of time and manually verifying the problem as a BellSouth problem, we had to enlist the assistance of the State of South Carolina in order to "put some heat" on BellSouth to correct the translation problem as soon as possible. A full three days later, our customer could finally receive calls from the State without calls being blocked or stating that the number was disconnected.

April and May 1999-Trouble Tickets

More than 10 trouble tickets were taken out by NewSouth with BellSouth regarding cut cables, bad cables, etc. Although there are always "acts of God" and unexplained occurrences over the years in this industry, to be able to identify at least ten trouble tickets with one CLEC (NewSouth) in one city (Greenville, S.C.) in only approximately six weeks time seems overwhelming. The final straw is the fact that the response to these trouble tickets has been an overwhelming...NTF or "no trouble found." The other responses are either no response at all or responses that suggest negligence, at the very least, on the part of BellSouth. Our partners-former BellSouth employees state that they feel something is wrong. These occurrences and responses from BST do not "sit right" with them.

The equalizer, which was removed from the repeater in the Central Office, is essentially a rack that may be removed in order to be maintained. It contains various circuits to enable the calls to be routed to the proper destination. However, in this instance, there was no trouble ticket for this item, therefore, the equalizer should not have been removed for any reason. NewSouth employees did not remove the shelf, leading the technicians to conclude that a BellSouth employee was the only other individual in contact with this area.

The other Central Office problems involved disconnected wires or sections of circuitry, which were at one time properly connected. Upon customer complaints of service difficulties, NewSouth Communications technicians found various problems that had not existed when these circuits were initially tested and installed. Again, this situation lead our technicians to believe that there has been some intentional damage to our equipment.

These customers include:

4/5/99-HOK Inc-NTF

4/6/99-Ballenger Paving-NTF

4/16/99-Ramada Inn-NTF

5/5/99-Pinnacle Tech.-Equalizer removed from Repeater

5/10/99-McKinney Dodge-Cross Connect taken down in C&T C.O

5/11/99-Uniway-BST had to correct HLU in C.O.

5/17/99-FPC-not wired in C.O- even though ACAC had accepted this the day before. When Maintenance arrived to check out C.O, T's gone and unwired.

5/19/99-Phoenix Inn-"Defective C.O. wiring

5/24/99-HOK, Inc-NTF

↓
date of
trouble
ticket

customer name
response from Bell

Lori Reese

From: Kevin Hendricks
Sent: Monday, March 29, 1999 8:29 AM
To: Eddie Terrell; Lori Reese
Subject: RE: Carmet

ET: I want to maintain credibility with the PSC's and don't want to appear to be complaining about every problem (like a cable cut). What should we focus on? It seems to me that we should focus on the fact that, notwithstanding BST giving us a list of contacts if something like this happens, we got the run-around. If this is the focus, Lori will need to give some background on the process that BST gave us to contact them and how they deviated from it. I think misplacing the trouble ticket needs to be mentioned, but not emphasized. Comments?

-----Original Message-----

From: Eddie Terrell
Sent: Saturday, March 27, 1999 4:27 PM
To: Kevin Hendricks; Lori Reese
Subject: FW: Carmet

Hello. What's the status on taking this to the PSC and/or FCC? Thanks, ET

-----Original Message-----

From: Dave Nelson
Sent: Thursday, March 25, 1999 8:34 PM
To: Eddie Terrell
Cc: Dennis Harrison; Debra Hunter; Frankie Nelson; Mark Hubel
Subject: Carmet

Attached please find a narrative of the events surrounding the Carmet failure. << File: On March 25 Carmet.doc >>

The names mentioned within are as follows:

Eddie Terrell - Co founder - in charge of all I.T. and customer care.

Debra Hunter - in charge of all customer care, maintenance.

Dennis Harrison - Mark Hubel - technicians in charge of actual orders, processing, maintenance, problems etc.

Dave Nelson - Switch supervisor in Greenville

20
res
ave
20
years
experience
with BellSouth!



From the desk of

Amy L. Gardner
Vice President of Network Planning & Provisioning

TO: Lori Reese
SUBJECT: Requested Help from PSC on BellSouth Issues
DATE: Tuesday, April 06, 1999
CC: Kevin Hendricks
Michael LaFrance

Issues with BellSouth continue to occur causing NewSouth and our customer's to be placed in a situation that could have been prevented. Several issues are reflected below; however, numerous issues could and will continue to be listed.

December 9, 1998 email from Gary Taylor:

Amy,
J. C. Bradford was taken down by Bell this morning.

Yesterday BellSouth called Toby to say that the circuit for J. C. Bradford was in "missed appointment status", which means that the circuit had not been accepted by us per BellSouth records. I checked with our switch and Order Coordination who told me that we had accepted the circuit and that the customer was up and running on it.

I relayed this to Amelia Worthy who got Della from the ACAC on the line. They told me that the circuit was not complete and that there was no possible way that our customer could be on that circuit because it was not completed in their system. I told them that it was possible and they were running on it now and that their computer system needed to be updated to show the circuit complete.

I was informed that it wasn't that simple and that I would have to send a supplement on the order to change the due date for the next day (12/9/98), which I did. I also expressly told them that the circuit was not to be taken down as our customer had service on it. Amelia and I were assured by Della that it would not be taken down, and that she would flag it to not be disabled. I told her again to make sure they did not disconnect or disable that circuit for any length of time. She reassured me that they wouldn't.

This morning Mark Hubel from our Greenville switch called to tell me that J. C. Bradford had been taken down. He is in the process of getting it back together as I write this. The BellSouth portion in Nashville seems to be back up, but IFN was taken by surprise as this

*Order +
provisioning
people*

was not supposed to go down. J. C. Bradford is still without NewSouth service as of 10:30 am.

November 29, 1998 documentation from Toby Grove on Uniway (see attached detail outlining all of the steps that were taken)

November 24, 1998 email from David Hudson:

founder and sales V.P.

Clay, thanks a million for sending me this e-mail. Obviously I am very disappointed in the inaccurate information you received from your BellSouth rep. What she is referring to is something called reciprocal compensation that is a completely different issue from the outbound 800 revenue sharing program we are doing with you today. They are not even closely related, and I have asked Linda to follow up with you and explain the difference in the two scenarios. Not one penny we receive with the 800 access product comes from BellSouth. All revenue received by NewSouth comes from the long distance companies. I will be handling this type of anti-competitive behavior through the proper channels at NewSouth and BellSouth. I hope all is well with our T-1, and I am excited that your first check will be sent to you next week. We truly appreciate this opportunity and look forward to working more and more with Fluor Daniel in the future.

Have a great Thanksgiving,

David Hudson

customer w/ Fluor Daniel

-----Original Message-----

From: Clay.Poole@fluordaniel.com [SMTP:Clay.Poole@fluordaniel.com]
Sent: Monday, November 23, 1998 2:34 PM
To: dhudson@newsouth.net
Cc: lobrien@newsouth.net; Patti.Funderburk@fluordaniel.com
Subject: Your 800 service with us

David and Linda,

Just thought I'd send you folks a little note about an interesting meeting we had with BellSouth last week concerning saving us money on our local access costs.

I had asked them to look at ways they can help cut local access and service costs monthly. During the course of this meeting they repeatedly mentioned a lawsuit they have against some subscriber(s) and a CLEC in North Carolina over what they purported to be a similar arrangement as ours on the toll free outbound usage.

The lady making the overture was Mary Lee Hembree, our account manager. I did not get into arguing the legality with her. I thought I'd let you know this so you can be aware that they are out there making such thinly veiled threats. I don't feel they should be allowed to get away with doing that!

MEMO to Lori Reese

You nor any other CLEC will get into the market if BellSouth is allowed to continue doing business like that. I think that violates the intent of the Telecom Deregulation Act of 1996.

I thought you needed to know this. Let me know what transpires please.

**Thanks,
Clay Poole**

As you are able to see from the above mentioned issues, we need help addressing these with BellSouth.

Thanks.

Attachment

ATTACHMENT

ex: of ACAC frasco!

Uniway

Due Date for Facility: 11/13
COMPLETED 11/29

11/11 - Notified of PF status
11/13 - Given ECD of 11/23
11/20 - Follow-up call made ECD changed to 12/1 moving pairs to new cable
11/23 - Escalation began: First level in PF group - Millie Harrell
11/24 Millie Harrell to escalate and cb in 10 mins
11/24 Called Neal Holden, Paul Parker, and Marc Cathey before reaching someone on our Acct Team.
Marc took the info but never called back
Per Millie Harrell - construction job complete, service should be turned up tomorrow
11/25 - Per Lawrence in ACAC, order has assignment problems in terminal - turned back to Engr
Talked to Margaret Bruno - no change in status
Paged Linda Caldwell 10:30 - no response
Paged Gretchen Temple 10:45 - returned call
Paged Linda Caldwell again
Called Keith Andrews at 1:50 - took details will check into problem
Linda Caldwell & Mary Sparks ret'd call for Keith - still working on order
Called Linda Caldwell at 3:25 l/m w/cell #
L/M for Mary Sparks 4:10
Paged Linda Caldwell at 4:21
Linda Caldwell ret'd call at 4:30 stating they were trying for a late dispatch
Keith Andrews left Toby same message - Dave Nelson to stay at switch to do testing
5:58 Mary Sparks l/m CO work done.
Dave Nelson called me at 7:40 stating he was leaving, Bell never contacted to test

11/27 Mark Hubel called me - per ACAC order still in PF status. Toby and Janet came to the office.
Called Lawrence 2:15 PM still PF. Indicated pairs assigned not in that terminal. Handed off to Engr at 2:36, apparently Engr left for holiday w/out updating order in AFIG? - no assignments. (NS made inside contacts who helped get status changed to PD.)
2:30 PM Lawrence saw order go into PD status. Discovered low speed card not ordered for OC3 in CO.
(Per Perry Lark) Lawrence indicated tech almost through. Lawrence sent out to WMC for call out. WMC indicated bad address. Called ACAC again 6:45 - Chris resent to WMC. Indicated he was only working 14 more mins. I gave him my tel # and Donnie Meakins pager. He gave to WMC who called me at 7:53, (Margie - 748-4508) indicated ACAC had given a Charleston address (CHTNSC) to dispatch and they questioned this since other records indicated this was in GNVLSC. I gave Margie customer tel # and address. We discussed which SLIC this was working from. 8:45 PM Margie called back with Eunice from ACAC on the line. Eunice was not in the provisioning group and could not correct records. No one was in the provisioning group until Monday. Margie and I agreed to not send out that night. She left follow-up work for Dot Livingston for Sat morn.

11/27 3 PM called Donnie Meakins who was relieving for John Cheek. Indicated they could check system called SIMS and find spare card in maintenance supply. 4:13 Donnie indicated incomplete address and some problem with the way the DLC mapped to MUX. 6:16 paged Donnie again. Still working with WMC.

11/28 8:45 AM Received call from Dot Livingston in WMC. She promised to dispatch to remote terminal, call Donnie Meakins and call me back. I NEVER heard from her. I tried to call her at 12:15 no answer.
1 PM I paged Donnie Meakins. He stated he had not heard from Dot Livingston. He agreed to get someone dispatched. When someone was dispatched to remote terminal, discovered low speed card was not ordered there either. AGAIN, Donnie indicated they could pull from their maintenance supply.

Several more calls were made including one between 3:30 4 PM. I told Donnie I had not been left with an option but to refer to my VP who would call John Cheek and Joe Anderson and involve our CEO, Michael LaFrance. He indicated he would continue to work on this problem.

8:45 PM paged Donnie Meakins – he indicated someone was to be dispatched Sun AM to remote terminal. I agreed to talk to him after church time. Left a message for Dave Nelson to be on standby. Dave came to the switch and stayed until 5:45 timeframe.

2:30 Donnie Meakins called stating he had instructed that someone be sent to the CO, remote terminal and cust prem and to stay until the order was complete.

7:15-7:30 PM Time frame – BellSouth indicated the testing was complete and T1 was up and working.

On every contact that was made, it was stressed our customer would be without service at 8 AM Monday.

Without the persistence of Donnie Meakins at BellSouth we would not have service for Uniway today. It is still unfortunate that Bell spent so much time and money accomplishing what should be a 'gravy' job for them. In the end, Bell called out Bob Nelson (Frankie's husband) who proved to be a great assistance. Apparently the ring and tip were reversed.

I believe we need to have a face to face with our local Bell folks, as well as those in Birmingham.

Lori Reese

From: Debra Hunter
Sent: Thursday, April 15, 1999 10:28 AM
To: Lori Reese
Subject: BellSouth Account Team Info.

Lori: Here is the information that you requested:

John Ray Account Manager - CLEC Interconnection Sales
Internet: john.ray@bridge.bellsouth.com
Paul S. Parker Sales Director - CLEC Interconnection Sales
Internet: pauls.perker@bridge.bellsouth.com

Address: BellSouth Interconnection Services
9th Floor
600 North 19th Street
Birmingham, Alabama 35203

Let me know if you need additional info. Thanks, Deb

*↓
our Bell
reps! account*

NewSouth Communications
130 Industrial Drive
Greenville, SC 29607

Dear NewSouth Communications:

Concerning the PON NS 1698 and the loss of service on two numbers; 615-366-8978 and 615-366-7218:

In researching the cause of this outage it appears that of the 6 PONS associated with this project only one was complex, the other 5 were non-complex items. When the Supplement was sent in to make the last of 4 due date changes that have been made since 1-1-99, changing from 3-1 to 3-9-99, all other related orders (simple) were changed correctly, with the PON 1698 also being changed, but not correctly.

The disconnect order for PON 1698, D-9T4R406, had originally carried a 12-31-99 due date, which is correct for a complex disconnect, but; the due date was changed by a UNE REP to 3-1-99, and in error was not changed to 3-9-99, as requested on the last SUP of 1-28-99. In speaking to all involved with this order I am sure that this REP was attempting to do the "Right Thing" and trying to save work for someone else. This did cause the D-order to be worked automatically, thus putting two numbers out of service on 3-1-99.

The REP should have changed the dates on the 1FB orders and routed the complex

Order to Allen Lombard's group; at this stage, in his group the order due date would not have been changed. The date would have been changed in the Gateway and no loss of service would have taken place, with the D-order still carrying the 12-31-99 due date.

BellSouth regrets this outage and is talking steps to hopefully keep this from reoccurring.

Yours truly

Paul Parker

Sales Director

*our
Bell South
CLEC Director*

Plastic Omnium - Installation Date 3/5/99

Week of 2/26, Linda O'Brien received a call from April Hughes from Sprint, customer's vendor, asking her to point 864-968-9661 (Plastic Omnium's fax line) to NewSouth # 864-622-3141. Linda updated the A1 form and sent e-mail to Sales Support and Paul Smaston, Sales Engineer, advising of the update.

4/7/99

Customer contacted Eddie Terrell, NewSouth's EVP of Operations, to advise that they are still receiving BellSouth bills. Eddie advised Maxine Oglesby, Customer Care Supv. to check the customer's order and find out if all of the customer's previous lines with BellSouth had been disconnected. Maxine contacted the BellSouth LCSC and was advised that 968-9661 was not ported to NewSouth.

Maxine advised that we received an FOC that 968-9661 should have been ported on 3/5/99. (# on FOC is BTN 968-9606. This number was inadvertently put into NPAC and activated as a NewSouth #). Kathy Dowdy, Customer Care rep, contacted Gabriel (rep in the BellSouth LCSC) and Gabriel created the subscription order in the NPAC database. Kathy advised Gabriel to fax a confirmation. (This has not been received to date.) LCSC advised Kathy that the due date for the FOC is 4/8/99.

4/9/99

Customer contacted NewSouth Customer Care to advise that their fax line 968-9661 is getting a disconnect recording. Maxine checked the NPAC database to see if the # had been ported to NewSouth. It had not. Instead, 968-9606 had been ported. This was identified as an error that occurred on the date of cutover. NewSouth Order Entry had picked up the BTN of 968-9606 off of the FOC and had created the subscription and activated the number. Shelly Miller, a supervisor in the BellSouth LCSC advised Maxine that the due date on the order was 4/8/99. Maxine then faxed an LSR to Shelly (PON 1961) requesting port for 968-9661 with a due date of 4/12/99. Shelly processed the order. Number still getting recording.

4/12/99 11:45 pm

Customer reports that (4) numbers have been disconnected. Martha Gilchrest, NewSouth Customer Care rep placed test calls to confirm. Fax line 968-9661 still getting disconnect recording.

4/13/99 12:00 am

Martha contacted her supervisor, Maxine, to advise. Martha contacted the BellSouth BRMC to check the numbers. Numbers not identified on Sales order. BRMC stated that there was an order submitted (PON 1961) requesting that (4) numbers be disconnected. BRMC rep stated that the numbers were requested to be disconnected by another CLEC, other than NewSouth. Would not identify the name of the CLEC. Martha gave the customer the phone # to the BRMC so that the order could be identified. Customer advised he did not need another call tonight.

4/13/99 6:40 am

Customer called Martha back to advise that BRMC stated an order was submitted from NewSouth (PON 1961) requesting (5) numbers to be disconnected.

8:00 am

Maxine met w/ Paul Smaston and Eddie Terrell to come up with game plan to get customer's service restored quickly.

8:20 am

Maxine called LCSC to check on PON 1961. Explained situation. Advised that order was submitted to restore the fax line - no disconnect was requested. LCSC transferred Maxine to Linda Swearingen in the BellSouth LCSC. Linda

took all information and stated that she would submit an order to RCMAG to have service restored.

Meanwhile, the customer had already called the BellSouth Business office to request restoration of the numbers. When Linda started researching the numbers, this order was identified in the system. The order # was NWKF6886. Linda stated that she would add the additional # 968-9661 to this order and work it. Would call Maxine back with update.

- 9:15 am Maxine called Linda back for status. Linda advised the order is in process.
- 10:20 am Four (4) numbers that had been disconnected are now restored. Maxine tested numbers. The numbers are working. Advised customer. Linda advised Maxine that 968-9661 and 968-9606 would need to be worked through Winback.
- 10:30 am Maxine called the BellSouth Winback department and spoke w/ Loretta Dill who advised that nothing further needed to be done on the order, due to the fact that the order was already in process of restoration. Transferred Maxine to Angela (?). Angela received all details from Maxine regarding the order and advised that Maxine would need to talk back with the LCSC. There was Nothing she could do to help assist getting the order processed.
- 11:10 am Maxine paged BellSouth Project Manager, Bill Castleberry to seek assistance in getting the order processed quickly and the customer's service restored.
- 11:20 am (app) Bill called Maxine and was advised of the situation and was given the PON # and the telephone numbers and the BellSouth Order #. Bill advised that he would pull the order and call back.
- 12:20 pm (app) Bill advised that 968-9661 was not on order and would need to be added. Maxine then contacted Linda Swearingen and advised her to add 968-9661 to the order. Linda advised that her department did not perform that function and that Maxine would need to call Winback. Maxine called Loretta in Winback again and asked her to add the # to the order. Loretta advised that the cost would be \$52.10.
- 12:30 pm Maxine called Bill Castleberry to advise that this # had been added to the order. Bill advised that he would continue to work the order from that point.
- 2:06 pm Bill Castleberry called Eddie Terrell to advise that 968-9661 is now active, as well as 968-9606.

Plastic Omnium

From: W.L.Castleberry [W.L.Castleberry@bridge.bellsouth.com]
Sent: Tuesday, April 13, 1999 12:14 PM
To: dhunter@newsouth.com
Cc: adowns@newsouth.com
Subject: PON NS1961

Debra, Alisa:

Concerning the above PON, my information so far has determined that the problems with this PON are related to the incorrect issuance of a complete disconnect order for this end-user instead of the issuance of a C-order. In short the C-order would have been correct with this being a partial port/disconnect versus a D-order which always involves a "complete" port/disconnect. The REP that issued this order has been identified, along with the supervisor of the UNE group and this issue will be covered in detail with both.

Linda Swearingen is now in the process of a complete write-up of the entire process from LSR thru the issuance of the order. In talking to Linda I would suggest that for the protection of the end-user that on all LSRs that are partial port only that a note to this effect be placed on all LSRs stating that this is a partial port and only porting certain numbers and the remaining numbers on the CSR are to remain with BellSouth. I realize this may be an extra few steps to take, but in the long run it will pay for all involved. True, the mistake was ours and I am only looking to help improve the process and try to prevent this type of mistake from happening again.

As soon as Linda completes her write-up you will be receiving info from that. There are some more issues that add to this mistake that will be brought out in her write-up.

Please call me if I can be of more help.

Thanks,

Bill

10/7/98 - ALL CIRCUITS BUSY RECORDING

The following customers have reported recordings of "All Circuits Busy":

customers {
Yorkshire Americas
Rosenfeld Einstein (2 calls: 12:45 p.m., 2:40 p.m.)
NewSouth Corporate
Woofgang
Carson's Nut & Bolt - Greenville
Centennial American Properties
D. M. Kaye & Sons (4 calls: 1st call 10/6/98, 3 addit. calls. Customer extremely angry.
The bank tried to reach him (Joe) all day and could not. He's tired
of the run-around. Also, wants to know who ordered the 56 K line.
We should be able to tell him since we are his carrier.

What is expected interval when more trunk groups need to be ordered at BellSouth?

Why was problem not located at BellSouth earlier?

How can we prevent in the future?

Stan has no way to track in switch due to one-way incoming traffic into switch.

7:40 pm - 1:17 am

Days Inn – Easley 10/7/98

3:30 pm (approx.)

Carrier Group Alarm went off at NewSouth switch. Switch technician contacted NewSouth Customer Care to advise. Customer Care attempted to contact the customer. Got busy signal. NewSouth site technician was advised. Attempted to reach hotel manager. Lines still busy.

5:45 pm

NSC site technician reported trouble to BellSouth.

6:30 pm

NSC site technician called BellSouth to escalate ticket to 1st level (Don Dobing).
ETA 2 hours.

7:30 pm

Checked status of ticket. Has been beeped out and loaded. Escalated to 2nd level (Frank Batusic).
Response – This is considered an after-hours ticket and it could take a while for someone to dispatch it out.

8:00 pm

Customer Care called customer on available BST alarm line to let them know that we are checking on status of the TT.

8:19 pm

Checked status of ticket. Spoke w/ Joel. Still a Level 2 escalation. Explained that TT Has been loaded. The following was given as the procedure for an after-hours TT :
BST goes down a list of techs to see if they will accept the TT. They can't take the TT if they have too much overtime. If they do not wish to accept the TT, then no one is forced to go out after-hours. If no one accepts, the TT will not get worked until the next day.

8:45 pm

Customer called and conferenced in w/ NSC Customer Care and NSC Site Tech. Customer inquiring about ETA. Wanted to speak with NSC Senior Account Mgr. about canceling his service. Put customer on hold and attempted to reach Sales Mgr. Unable to locate. Got call-back # from customer. Customer now at home.

9:10 pm

Ck'd status of TT. Now a Level 3 escalation. Same contact as abv. BST called NSC Customer Care and was given an ETA of 10:00 pm.

9:25 pm

Customer Care Specialist contacted NSC Customer Care Supv. to advise that customer is threatening to cancel 1st thing next morning if his service is not restored ASAP! Supv. advised Customer Care Mgr. Mgr. contacted customer and advised of TT status. Adv. BST tech would be on location @ 10:00 pm.

9:35 pm

Switch technician called Customer Care to get an update on status of TT.

9:50 pm

Manager on-duty at hotel called NSC Customer Care to adv. still out of service. Gave ETA of 10:00 pm.

10:01 pm

Sharp called to see if BST Tech was at customer prem. Not yet according to customer. BST replied that the tech might have to drive 50-75 miles to customer prem. May have stopped at cross-box before arriving.

10:15 pm

NSC EVPs Eddie Terrell and David Hudson called Cust. Care to state that they are in route to customer location.

10:25 pm

BST tech arrived at customer location. NewSouth EVPs at customer site.

11:00 pm

NSC EVP called Cust. Care to update that BST 3rd shift tech would be working until problem has been resolved. Due to storm techs may leave to check on some off-site equipment.

12:00 am

NSC EVP called Cust. Care to adv. BST may not be able to correct the problem tonight. NSC Switch Tech call forwarded main # to cust. alarm line #.

12:30 am

NSC Switch Tech called Cust. Care to adv BST no longer on-site.

12:49 am

Customer Care called BST to find out why BST tech left customer prem. Adv. that there are storms in the area and unable to perform work. Will return when safe.

12:57 am

Cust. Care called cust. BST back on-site.

1:17 am

Cust. called NSC Cust. Care to adv. service is restored. Problem due to broken cable pair. NSC Switch Tech. cancelled call forwarding to alarm line. Cust. Care tested inbound. Customer tested outbound. Customer adv. BST techs left stating that their job was done and they needed to get up for work tomorrow.

1:45 am

All testing completed. Dead air on Trunk 73. Cust. Care to notify vendor in the morning.

7:30 am

NSC Cust. Care contacted customer. Service O.K. except for Trunk 73.

8:30 am

Cust. Care attempted to contact vendor several times. Finally rec'd call-back @ 5:00 pm.

GODSHALL AND GODSHALL INSTALLATION – 11/9/98

6:00PM - went on conference call; Pipp asked if we could call BellSouth and ask if they could go ahead and RCF. I called Russell at 800-773-4967, ext. 2643. And asked if he was ready to RCF. He was. He called back within a few minutes and stated that there was a problem because he did not have a disconnect order and he would try to re-work it someday.

6:15PM - Russell called ;cannot do this without a disconnect order. I advised that we did send in the disconnect order , but he did not have it. At this time, we discovered that he had only received a partial order from the LCSC.

6:30PM Paged Rita Carmichael. (First Level Supervisor)

6:40PM Cheryl called and said she was the supervisor in charge. She and I talked about the problem. She said she would talk with Russell , then call Shelly Miller (supervisor at LCSC) to find out why disconnect order did not make it to Russell.

7:00PM Cheryl ret'd my call and said she had discussed this with Shelly; Shelly would be calling me in a few minutes.

7:05PM Shelly Miller called to advise she had found my order and she apologized for the inconvenience and she would do the order immediatley . Said it would take about 30 minutes for her to complete. We talked a few more minutes re the problem.

7:14PM Shelly called to advise she was now beginning the process of correcting this. Would take about 30 minutes.

7:35PM Shelly called to advise she was finished with the corrections and she had called Russell and told him to get started on the RCF.

7:37PM I called Russell and verified that he does have the completed order and he said he is in process of RCF'ing right now. He will call when the process is complete.

7:52PM I called Russell to get status; he said he was still having a problem with some of the numbers. I advised people at the site.

8:14PM Russell called to advise that he has finished the RCF. Said the corrected order still came up to him incorrect! But he was able to get around it and do what needed to be done.

8:15PM From this time on , we tested all numbers and faxes. All tested fine. Faxes tested fine.

8:30PM Installation completed.

HAMPTON INN – ANDERSON INSTALLATION

11:00AM Called Janie to verify numbers porting and numbers being disconnected; left msg on voice mail.

11:45AM Janie called back to go over numbers again. Said she did not have a disconnect request for the nine numbers that were to be disconnected. I informed her that I do have an FOC showing that they did receive them. Advised they were on page 3 of 6 and also 4 of 6. She will check and call me back.

12:15PM Janie called to advise that she definitely does not have the disconnect order and she has checked and found that Tina Berard was the rep that worked the order. She has called her and left msg for her to call her back about this. I have called Rita Carmichael and left a msg for her to call me asap. I pa12:5712ged her.

12:30PM No call from Rita yet; Have paged her again.

12:32PM Rita Carmichael returned my call. I explained the situation. She will research and call me back. I expressed the urgency in this due to the fact that this is supposed to rcf in an hour and a half.

12:35PM Recd call from Rita; said she did not understand why Janie is saying there is no disconnect order, said it is on order #CWHNH826. I called Janie and advised of this. She said she is still just showing one number (there are 9 to be disconnected). I reqd that she call Rita. She will. I also reqd that she call me back with results.

12:43PM Rita called again; I explained again about the disconnects. She said she would call Atlanta and speak to the person that actually did the order and get some more info.

12:57PM Janie called back; said Rita agreed with her re the disconnect request, there was none. She doesn't see a problem getting this one number ported to us. She has also tried to reach the person, Luvetta Brown at 800-872-3116, ext 3922, that handled this order. No success. Will keep trying. Gave Janie Kim Barnnet's phone # to call me. I have to go on conference call now.

1:01PM I called Luvetta Brown. Got her voice mail. Left urgent msg.

1:06PM I joined conference call.

1:54PM Spoke with Janie; she advised we may have to cancel later, but we can go ahead and RCF. Advised I will let her know when they are ready to RCF.

2:16PM Called Janie; advised her we are still not ready to RCF. She wanted to know if she should go to lunch. Advised no, it should not be much longer.

2:45PM Called Janie; advised her still not ready to RCF. Advised her of prob with T-1 slipping.

3:45PM Called Russell; advised still working with slipping problem.

4:00PM Pipp advised there are still a few slipping errors but that they were going to do some test calls and possibly do the RCF.

4:06PM Bill Seif advised me to tell Russell to go ahead and RCF.

4:07PM I called Russell and told him we were finally ready to RCF. He said their systems were down and he could not do it right now. But he asked me to hold on while he tried to get his computer back online.

4:13PM Per Russell; RCF is complete. Advised Bill Seif.

4:29PM Cut complete!

INSTALLATION OF HAMPTON INN OF CLEMSON

DATE: 10/5/98

Scheduled to begin at **12:00PM** with a **1:00PM** RCF.

1:00PM - Called Janie Chance in UNE Center to advise we were ready for RCF.

1:30PM - Janie called back to advise RCF was complete.

While performing test calls, NewSouth numbers would complete fine, but BellSouth numbers were getting fast busies. Every attempt to call BellSouth's numbers resulted in fast busies.

2:00PM - called Janie; left msg. on her voice mail that we were having problems with BellSouth numbers. Also, called Glenn at Ext. 2546. He said he would try to locate either Janie or Russell and have them call me.

2:30PM – Janie returned my call. Said she was checking into the problem and would get back with me. Called her 3 – 4 times later also to check status. Requested that she escalate trouble ticket due to customer being out of service and extremely disgruntled!!

4:00PM – Debra Hunter called Pam Martin to escalate to higher level. Advised customer out of service and we need to find out what is going on.

4:45PM – Janie called Debra back to advise she had just spoken with Pam Martin who had just spoken with RCMAC and was advised they were very close to resolution.

5:15PM – Janie called to advise problem was corrected and they were able to get through on BellSouth numbers now. I did some test calls and got through fine. Janie advised “problem was in the switch, due to LNP preparations, incorrect routing”.

****Customer was out of service approximately 4 hours.**

Piedmont Travel

11/18/98 - (around 8:30 am)

NewSouth was notified that Piedmont Travel was out of service. BellSouth had ported # and processed disconnects on the account. The due date was scheduled for 11-23-98 at 6:00pm. Kim Barnett, the Order Coordinator contacted NewSouth's Project Manager, John Kitchens to advise that the customer was out of service. He apologized for Bell's mistake and said that he would have the lines restored as soon as possible, should be by 9:30am. Kim contacted the owners of Piedmont Travel and let them know that we were having the problem corrected as soon as possible. The customer requested that we set up a conference call between them, NewSouth, and BellSouth so that he could find out exactly what had happened and who was responsible for the service disconnected today.

11/18/98 - (around 2:30 PM)

Conference Call with customer (represented by Scott and John Townes), NewSouth (Alisa Downs, Rob Gage, Eddie Terrell, and Debra Hunter) and BellSouth Project Manager (John Kitchens). The customer was out of service a total of 2 ½ hours, and complained not only of potentially lost revenue, but would like to compensation for having to use other means of communication (i.e. personal cell phones) while out of service. Eddie Terrell advised the customer to contact Sales Manager, Rob Gage with an estimated \$ figure of loss. John Kitchens apologized on behalf of BellSouth and stated that an error had occurred on the order in the LCSC. There had not been a FRAME DUE TIME listed on the order internally at BellSouth, thus causing the disconnection.

11/19/98 - (around 5:00 PM)

Alisa Downs, OC Supv. received call from Rob Gage, NSC Sales Mgr., stating that customer left him a voice mail advising of trouble with the hunt group arrangement not working. This was a problem that occurred when BellSouth disconnected their service in error. Alisa called John Kitchens, BellSouth Project Mgr. at 5:10 PM to advise. He will check and get corrected. Received voice mail at 7:20 PM that problem had been corrected. Called Wells @ Piedmont Travel and left voice mail that trouble was corrected. Advised her to call back after testing and let us know. Wells called back 9:30 AM and advised that everything is O.K. and thanked me for following up.

11/20/98 - (around 10:00 AM)

Kim Barnett, NSC Order Coordinator called LCSC to check status of cancellations. Spoke to Tina, who advised that she had received all (4) of the LSRs for cancellations for Piedmont Travel. So far, (2) of the orders had been cancelled, and the other (2) had the wrong "sup" code and would need to be re-submitted. Kim corrected immediately and sent back to LCSC.

11/20/98 - (around 3:00 PM)

Kim called Shelley Miller, rep in LCSC to check status of order. She assured Kim that the cancellations would be worked the 20th. Kim reminded her again of the catastrophe that had already occurred with an unscheduled disconnection, and Shelley assured her that it would not happen again! She would advise the supervisor in the LCSC, Rita Carmichael, of the situation, as well.

11/23/98 - (around 8:30 AM)

Rob Gage, Sales Mgr. in Greenville, retrieved voice mail left by customer. Customer has been disconnected again.

Piedmont Travel (con't)

11/23/98 – (8:35 AM)

Debra Hunter, NSC Cust. Care Mgr. contacted BellSouth Project Mgr. John Kitchens to advise of disc. John checked the order and advised that ½ of the order had not been cancelled ("In order cancelled, "C" order not cancelled). Would begin work back immediately. Advised that customer #s should be active again within the hour.

11/23/98 - (9:10 AM)

Debra called John Kitchens for update. John advised that #s now have dial tone and they were still working on the hunting arrangement. Debra dialed #s and they are now active. Advised John to call her when hunting is fixed.

11/23/98 – (9:30 AM)

John Kitchens called Debra to advise hunting arrangement is now fixed.

Quality Inn – Orchard Park

Original due date 8/31/98 11:00 AM. Received call from Buck Sims, Vendor around 8:00 AM 8/31/98 advising that he would not be ready for installation today. Ann Pappas immediately called the UNE Center and spoke with Janie Chance and issued a supplement to change due date to 9/10/98.

9/1/98 Customer came to office at approximately 10:30 AM , **VERY UPSET**. His service had been down since the night before. He was unable to reach anyone from his Hotel.

9/1/98 10:45 AM Alisa called Theresa Williams Supv. In LCSC to advise her. She was unsure of what happened.

9/1/98 10:45 Debra called Terry Clark, Supv. in UNE Center and asked when could expect the service back up. Terry said will check. Debra called her back approximately 15 minutes later for update and was told that if we continued to call every 5 minutes could not get customer back in service. Said was disconnected in frame. Could not give ETR.

9/1/98 1:50 PM Customers service was back on.

9/1/98 5:00 PM Customers service was disconnected again. Alisa called Janie in UNE Center to advise. Service was back up in 15 minutes. No one at Bell could tell us why this happened again.

Customer - S. C. Steel

Date Action

9/8/98 NSC faxed LSR to BST.

9/14/98 NSC called BST for status. LCSC advised order is @ Vendor Service Ctr.

9/15/98 BST sent clarification requesting info. On (2) inactive numbers.

9/15/98 NSC faxed sup to have (2) inactive anls removed from LSR.

9/16/98 Rec'd 2nd clarification from BST re: anl shown as BTN.

9/18/98 NSC faxed Version (2) to change BTN.

9/21/98 NSC called for PON status. LCSC advised order is @ Vendor Service Ctr.

9/21/98 Rec'd FOC w/ due date of 9/21/98

9/21/98 (4:30 PM) Rec'd call from Project Mgr. Pam Martin requesting to move installation to 9/22. Cindy Jones adv. Pam that BST must work order on 9/21 due to customer and vendor schedules.

(6:00 PM) Rec'd call from Pam Martin again requesting that installation be delayed to next day or @ least for RCF to be moved back (1) hour. Cindy Jones advised that RCF could be delayed (1) hour. Debra Hunter called Pam Martin for status update and to advise that order must be processed 9/21.

(7:00 PM) Pam called Debra and stated that the order would not be processed tonight due to errors on the disc. order. All BST employees w/ the skillsets necessary to correct errors had left for the day. Debra asked Pam to escalate w/in BST to get order worked. Postponing order not an option. Pam stated she would escalation to the 2nd level mgr in the Assignment Group.

(7:05 PM) Debra paged Ed Houppert (Operations Director) to escalate situation.

(7:15 PM) Ed Houppert returned page. Stated that he would contact Pam for status on the order and call back to update.

(8:00 PM) Ed called Debra stating that he was escalating inside S.C. locate someone to work order. Stated that he or Pam would call back w/ status.

(9:00 PM) Debra called Pam to ck. status. Pam stated that the 2nd level Assignment Supv. was trying to figure out how to fix the Disc. problem herself.

(10:00 PM) Pam called Debra to advise that the Assignment Supv. was having difficulty locating someone to come in to work to fix problem w/ Disc. order. Had a list of (25) people to call and not having any luck so far finding a taker. Stated would call to update.

(11:15 PM) Pam stated that BST had found someone to come in to work the Disc. order now and that someone would be in @ 1:00 AM to work the Translations.

(12:00 Midnight) Debra called Pam to ck. Status. There is now an error-free order that can go to Translations.

(1:00 AM) Debra called Pam to ck. status. Half of the #s have been disc.

(2:00 AM) Pam called Debra to update. Order is still being worked through disc.

(3:15 AM) Debra spoke to Pam Martin. Order is still being worked through disc. Pam inquired about SLA location (secondary location). Debra called P. Smaston to verify. T-1 is between the (2) locations. Gave OK to proceed.

(3:46 AM) Pam called Debra to adv. that (5) more #s need to be disc. before we can start porting. Will call to update.

(4:30 AM) Pam called Debra to state that 1/2 of #s have been ported. Cindy and Debra began doing test calls. Pam will call back when ports have all been completed.

SAI Automotive

February 15, 1999

SAI had an original due date of 2/10/99, a sup to change the due date was sent in on 2/8/99. We received an FOC for the due date change to 2/17/99. On 2/12/99 at 10:30 Karl @ Comtel received a call from the customer reporting that the DID numbers had been disconnected. Karl reported a trouble ticket for the DID numbers and one on the main line to make sure it would not be disconnected.

The DID numbers were out of service until 3:00 pm. Karl took care of the whole problem. Bell left him a message telling him that they received a due date change and that it was not to be disconnected. The customer is does not know that it has to do with us having an order in to port the numbers. CF

SLEEP INN PLEASANTBURG DRIVE
Due 1/21/98 PON# NS1466

Sleep Inn was due 1/4/99 but had to be rescheduled because of Bell Facility problems. We rescheduled and sent supplement to change due date to 1/21/99.

10:00 AM Customer called service down. Customer Care took call and advised customer that we would check.

10:05 AM Alisa Downs paged Rita Carmicheal – Supv. LCSC (BellSouth)

10:07 AM Alisa Downs paged Neal Holden – Regional Acct. Mgr. (BellSouth)

10:10 AM Alisa Downs paged Gretchen Temple – Acct. Team (BellSouth)

10:15 AM Gretchen Temple called back A. Downs advised her of problem she said will check and call back.

10:40 AM No word..Alisa paged Gretchen again she said she was escalating to Bill Thrasher – Operations Director

10:45 AM Debra Hunter paged Bill Bolt – Operations Assistant Vice President

10:50 AM Debra called Jan Funderburg – Operations Vice President left message with her assistant to call her back.

11:15 AM Alisa Downs paged Bill Thrasher – Operations Director

11:25 AM Rita Carmicheal called back had been in meeting with Bill Thrasher and that was why she hadn't called back. Alisa advised Rita of problem she check order and said this was a rep error that rep had disconnected numbers in error. These numbers were to be ported and nothing should have been done with them until we activated the numbers in NPAC which we had not done and would not do until the actual time of installation. She said will call RC MAG and get up right away.

11:30 AM Bill Thrasher called back spoke with Debra Hunter said Rita Carmichael is handling. Explained he and Rita were in a meeting and could not immediately return the pages. (1) hour s/b reasonable timeframe to expect a call back. (911 on end of #)

11:30 AM Alisa received call from Rita Carmichael acct. is active.

12:25 PM Gretchen called Alisa to advise that account is active and to see if everything is O.K.

Carson's Nut & Bolt

10/7/98

8:30 a.m. - Customer called in to report static on lines. Unable to call out or receive calls. Reported to Mark Hubel. Mark reported to BST. TT# 0C031351. Requires premise visit by Bell.

10:30 a.m. - Carole A. called @. to ck. Status of TT. No ETR. Called again @ 11:00 a.m. TT escalated to Earley Hughes. TT has been dispatched.

1:35 p.m. - Resolution - problem created at BellSouth. Broken jumper at CO. One of the wires became undone (out of the 4 wires in the T-1).

CARMET

On March 25, at approximately 1020 am, we received a call that Carmet was down. Upon testing of the circuit, it was determined that we could not loop the smart jack at the customer location. I then entered a trouble ticket with BELLSOUTH stating we had no loop back. I was given tkt. # oc037695. While I was at lunch, Gary from BELLSOUTH called back and told Sam Moore he too could not loop the smart jack and they were sending someone to the field. At 13:50 I called back to the ACAC to check status on the tkt. Eunice told me that they had cable troubles and were sending someone out. At 14:30 I called back to ACAC and talked with Belinda. I was informed that there was an OC48 ring cut and there was no est. time of restoral. Upon further investigation, I learned that the ticket for Carmet had been grouped in with a fiber cut on Hwy. 14, probably since it came in about the same time. I then called John Cheek and asked if he could assist me in getting this customer restored, due to the fact that the WMC in Columbia miscalled the trbl. At 15:30, John called me back to say that he had directed someone to be pulled off service order work to go on this trbl. He assured me he would try and determine where the breakdown occurred in order to prevent this occurring again.

At 6:00pm I again made contact with BELLSOUTH and at this time I was informed that there was also a cut cable on Victor Hill Road. This is the road that leads to Carmet. They gave me an estimated restoration time of 11:30 pm. I passed this information along to Eddie Terrell and told him I would let him know when I received word of the restoration completion.

At 8:15pm, I decided to check the circuit to see if it was still showing all 1's. The Ckt seemed clear, so I dialed some of the non-forwarded numbers and found that the Carmet auto attendant answered. I removed the rcf to the cell phone and called the main number. I got a good ring and answer. I then called Frankie and Deborah to inform them the trbl was clear. At 8:30pm I left the switch and still had not had a tkt closure from BELLSOUTH.

Dave Nelson
Greenville Switch Manager

Carter and Crawley - *customer*

11/9/98 – NewSouth Order Coordinator, Kim Barnett, submitted an LSR to the LCSC to add “traffic” or an intercept message to (6) Essex lines that had been disconnected as the customer’s request at the time of installation.

11/12/98 – NewSouth Customer Care Mgr., Debra Hunter, contacted BellSouth Account Team member, Gretchen Temple, to ask for assistance in processing the order. Gretchen stated that she would have to seek assistance from someone that understood the process better and would call me with an update the next morning.

11/13/98 – Gretchen called Debra to advise that an order had been entered in SAMS to create a special assembly contract. If processed in a timely manner, she would overnight contract to Debra to sign and return. Gretchen did not have the \$ amt. of the cost for providing the intercept msg. Stated that she would not know until the contract processed in SAMS.

11/16/98 – Debra contacted Account Team Manager Neal Holden (Gretchen out sick) to get an update on the order. Neal advised that he had no further information for me at this time. Would update me as new info. is rec’d.

11/17/98 – Neal contacted Debra early to advise still no update. Order has not been fully processed yet. No ETR. Debra advised Neal she was going to escalate to next level, Paul Parker. Neal stated that he understood.

11/17/98 – Debra contacted Paul Parker, Interconnection Sales Director. Paul advised that he was aware of the situation last week. Did not have additional info. ,but had been updated by Neal Holden. Paul advised that he had left voice – mails for the department heads of the division that handles non-tariffed requests. Advised he would contact Debra w/ updates.

11/17/98 – Paul contacted Debra to advise “traffic” had been added to the lines. Would follow up with contract information. Advised that the Special Assembly charges (one-time charge) would be billed to NewSouth in a week or so and would be added to our “Master Contract” after signature obtained by NewSouth.

Paul also advised the following order process in the future for this type of order:

- (1) Obtain the name of the customer’s BellSouth Account Manager.
- (2) Obtain signed LOA.
- (3) Call BellSouth Business Office to have them fax a contract.
- (4) Service Order is processed in the BellSouth Business Office.
- (5) BellSouth Business Office will generate a manual bill.

11/22/98 – Debra e-mailed Paul Parker. No contract received yet. Would like update.

Bill South. I realize this may be an extra few steps to take, but in the long run it will pay for all involved. True, the mistake was ours and I am only looking to help improve the process and try to prevent this type of mistake from happening again.

As soon as Linda completes her write-up you will be receiving info from that. There are some more issues that add to this mistake that will be brought out in her write-up.

Please call me if I can be of more help.

Thanks,

Bill